

Message: RE: Database problem to be aware of

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From Kraft, Emily **Date** Tuesday, February 28, 2017 2:02 PM
To 'Carrie Hoelscher'
Cc

 **image003.jpg** (3 Kb HTML)  **image004.png** (7 Kb HTML)

Hi Carrie – ITSD has requested some of the names of the clients that were being searched for, but weren't appearing the other day.

From: Carrie Hoelscher [mailto:carrie@allianceforlifemissouri.com]

Sent: Tuesday, February 28, 2017 10:02 AM

To: Kraft, Emily

Subject: Database problem to be aware of

Good Morning Emily,

I've been made aware of some issues with the client reassignment page on the new database that I need to make you aware of. Thrive is telling me that when they go to the client reassignment page to reassign a client to the correct user that their clients are not always found when searched on the client reassignment page. When this happens, Regina has then searched for a client that she has successfully searched and reassigned at an earlier time in an attempt to problem solve and "test" the system and that previously reassigned client is now not found in the search. She can go back in a day or two later and successfully search all of her clients. A day or two later she may try again and all searched clients that were successfully searched the day or two prior are now not found again.

Not sure what the problem may be, but as time goes on, I'm guessing I'll hear more complaints from our subs about this problem. Would you mind asking ITSD to look into this problem?

Thank you!

Carrie

Carrie Hoelscher

A2A Program Manager



Email 1

106 5th Ave. S, PO Box 65

Greenwood, MO 64034

Phone: 816-806-4168

Fax: 855-856-5240

www.allianceforlifemissouri.com

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